



INTRODUCING



MEDALLION 4.0

Growing Strong



Todd Clark
Manager, Member & Provider
Solutions
Department of Medical Assistance
Services

Health Plans Speaking Today

- **Aetna Better Health of Virginia**
- **Anthem HealthKeepers Plus**
- **Magellan Complete Care**
- **Optima Health Family Care**
- **UnitedHealthcare Community Plan**
- **Virginia Premier**

Agenda

- ❑ Background
- ❑ Vision
- ❑ Launch
- ❑ Populations
- ❑ Services
- ❑ Medallion 4.0 Health Plans
- ❑ Medallion 4.0 Enrollment
- ❑ Medicaid Expansion
- ❑ Health Plan Presentations

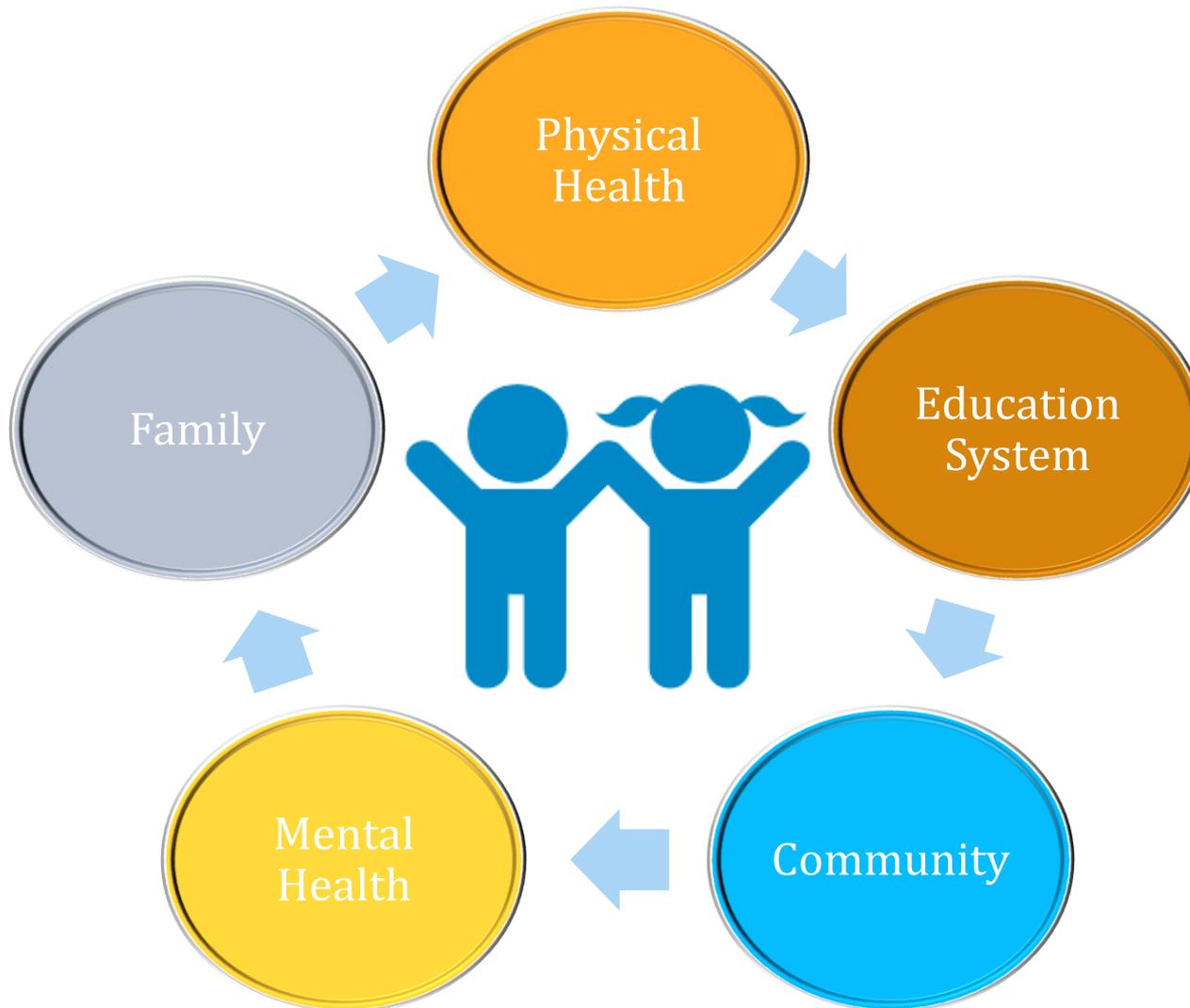
Medallion 4.0

- Medallion 4.0 is a program that will cover the basic Medallion 3.0 and FAMIS populations. The Medallion program began in 1996. This will be the 3rd iteration of the Medallion program.
- Will cover approximately 740,000 Medicaid and FAMIS members effective August 1, 2018. Members will have a choice of **six (6)** plans in each region
- New carved in populations and services:
 - Early Intervention (EI) Services
 - Other Health Insurance (OHI)
 - Community Mental Health and Rehabilitation Services (CMHRS)



Growing Strong

Treating the Whole Member



Evolution of Managed Care

Adding More

- Six Plans with Statewide Coverage
 - Expands
 - Care Coordination Programs
 - Telehealth and Telemedicine
 - Focus on Pregnant Women and Oral Health
 - Access to food, stable housing and other community resources
- Use of Social Media 
 - Trauma Informed Care
 - Increase Focus on Extensive Provider Networks
 - Access to the same prescription drugs across all health plans

Medallion 4.0 Advantages

- Focuses on **quality of care** for individuals
- Offers a network of **high quality providers**
- Health plans offer **enhanced benefits**
- Health plans provide **comprehensive** health coverage and will focus on **prevention**

Population by Region

Anticipated Launch Date	Region of Virginia	Regional Launch Population
August 1, 2018	Tidewater	161,421
September 1, 2018	Central	189,438
October 1, 2018	Northern/Winchester	178,416
November 1, 2018	Charlottesville/Western	88,486
December 1, 2018	Roanoke/Alleghany	72,827
December 1, 2018	Southwest	46,558
Total		737,146

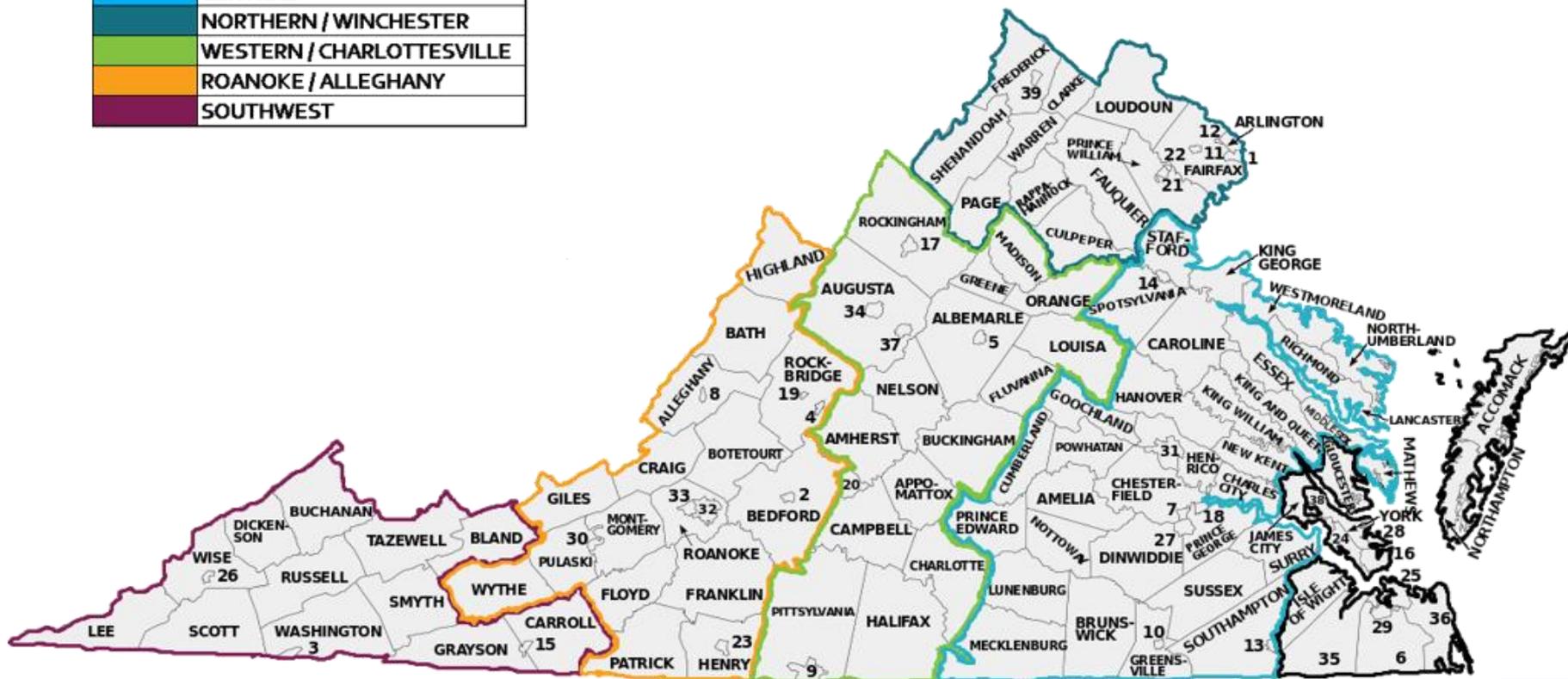
Medallion 4.0

Six Regions



MEDALLION 4.0
Growing Strong

REGIONS	
	TIDEWATER
	CENTRAL
	NORTHERN / WINCHESTER
	WESTERN / CHARLOTTESVILLE
	ROANOKE / ALLEGHANY
	SOUTHWEST





Population Focus

A Holistic Approach to Treatment

- Well Check-ups
 - Vision
 - Dental
 - Hearing
- Increasing primary care visits
- Community Mental Health and Rehabilitation Services (CHRMS)
- Prevent and/or reduce obesity, asthma, and other chronic conditions

Population Focus



- Pregnant Women
 - Infants
 - Children/Teens
 - Adults
- Foster Care & Adoption Assistance

Pregnant Women



- ✓ Expanded Case Management
- ✓ Lower C-Section Rate
- ✓ Increase Family Planning
- ✓ Substance abuse treatment through the Addiction and Recovery Treatment Services (ARTS) program
- ✓ Targeted Maternal Child Health (MCH) special projects
- ✓ Comprehensive dental services

Infants (0 to 3 years)

- ✓ Newborn Enrollment
- ✓ Promoting Safe Sleep
- ✓ Increase Fluoride Varnish
- ✓ Substance exposed Infants
- ✓ Cover Early Intervention (EI) services
- ✓ Increasing well visits and immunizations



Children



- Increase
 - ✓ Oral Health Utilization
 - ✓ Vision Screenings
- Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)
 - Access to alternative treatment and services
- Mental health services
- Lead testing
- Prevent and/or reduce obesity, asthma, and other chronic conditions

Teens



- ✓ Increase Well Visits
- Increase
 - ✓ Oral Health Utilization
 - ✓ Vision Screenings
- ✓ Expanded Vision Care and Access
- ✓ Focus on Messaging to Adolescents

Foster Care & Adoption Assistance



- ✓ Trauma Informed Care and Resilience
- ✓ Seamless transitioning of children to new status:
 - ✓ Fostering Futures
 - ✓ Former Foster Care
- ✓ Focus on Transition to Adulthood
- ✓ Assisting Foster Care and Adoptive Parents

Adults



- ✓ Wellness and Prevention
- ✓ Expanded Chronic Case Management and Disease Management
- ✓ Enhanced Services
- ✓ Behavioral Health Services
- ✓ Family Planning
- ✓ Access to food, stable housing, and community resources
- ✓ Decrease Emergency Department Use

Populations Currently Excluded from Medallion 4.0

- ✓ Home and Community-Based Waiver Services
- ✓ Plan First
- ✓ Inpatient Mental Health in State Psychiatric Hospital
- ✓ Hospice Enrollees
- ✓ Nursing Facility Members
- ✓ Newly eligible pregnant members in third trimester who request exemption
- ✓ Hospitalized at the time of scheduled enrollment

Enrollee Protections

- During the **transition of care** period of up to 30 days. MCOs have to allow members to use their existing providers while new providers are located.
- MCOs must go **out of network** to provide a service if they do not have a provider in their network that can provide a service

Carved Out Services

Services for Medallion 4.0 enrolled individuals that are paid for through fee-for-service

- ✓ School Health Services
- ✓ Dental Services
- ✓ Home and Community-Based Medicaid Waivers



Community Mental Health Rehabilitation Services and Behavioral Therapy

Community Mental Health Rehabilitation Services (CMHRS) and Behavioral Therapy

CMHRS and Behavioral Therapy will be covered by your health plan when the new managed care program starts in your region.

Medallion 4.0/ FAMIS MOMS CMHRS Services

CMHRS will be part of the Medallion 4.0 program beginning
August 1, 2018

SERVICES

Intensive In Home (IIH)
Therapeutic Day Treatment (TDT)
MH Case Management
MH Family Support Partners
MH Peer Support Services
Behavioral Therapy
Day Treatment/Partial Hosp.
Psychosocial Rehabilitation
Intensive Community Treatment
Mental Health Skill Building
Crisis Intervention
Crisis Stabilization

No changes made to
program regulations,
medical necessity,
criteria, procedure
codes, unit values, etc.

Core Service
Authorization processes
will be standardized
across health plans.

Medallion 4.0 FAMIS CMHRS Services

CMHRS will be part of the Medallion 4.0 program beginning August 1, 2018

SERVICES

Intensive In Home (IIH)
Therapeutic Day Treatment (TDT)
MH Case Management
MH Family Support Partners
MH Peer Support Services
Crisis Intervention
Behavioral Therapy

No changes made to program regulations, medical necessity, criteria, procedure codes, unit values, etc.

Core Service
Authorization processes will be standardized across health plans.

Residential Treatment Center (RTC) Services

Fall 2019

- ✓ Starting Fall 2019 your health plan will cover Residential Treatment Services consisting of Psychiatric Residential Treatment Facility (PRTF) and Therapeutic Group Home Services (TGH) for Medallion 4.0 individuals.

Treatment Foster Care – Case Management (TFC-CM) Services

Fall 2019

- ✓ Starting Fall 2019 each your health plan will cover TFC-CM services for Medallion 4.0 individuals.



Medallion 4.0 Health Plans

Medallion 4.0 Health Plans

Same as CCC Plus

aetna[®]

Aetna Better Health[®] of Virginia



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Magellan
COMPLETE CARE[®]

OptimaHealth[®]
Family Care

 **UnitedHealthcare**[®]
Community Plan

 **VirginiaPremier**[™]
Powered by **VCU Health**

Health Plan Added Benefits

- All six (6) health plans will offer enhanced benefits to members, including, but not limited to:
 - Adult dental
 - Vision for adults
 - Cell phone
 - Centering pregnancy program
 - GED for Foster Care
 - Sports physicals at no cost (under age 21)
 - Swimming lessons for members six (6) years and younger
 - Boys and Girls Club membership (6-18 years old)
 - Free meal delivery after inpatient hospital stays
- Note: Not all health plans will offer all of the same enhanced benefits.



Resources

Transportation

Health Plan	Transportation Company	Reservation Line	Customer Service Line (Ride Assist)
Aetna	Logisticare	800-734-0430	800-734-0430
Anthem	Southeastrans	877-892-3988	877-892-3988
Magellan	Veyo	800-424-4518	800-424-4518
Optima	Southeastrans	877-892-3986	877-892-3986 (Option 1)
UnitedHealth	National Med Trans	833-215-3884	833-215-3885
VA Premier	VA Premier	800-727-7536	800-727-7536

Education and Enrollment Broker

Maximus

- Contracted by DMAS to assist members with health plan enrollment and provide objective information
- Changes health plan assignment based on member requests
- Submits exemption requests to DMAS for approval
- Assists members with health plan research
 - Locating providers
 - Explaining enhanced benefits
 - Prescription coverage

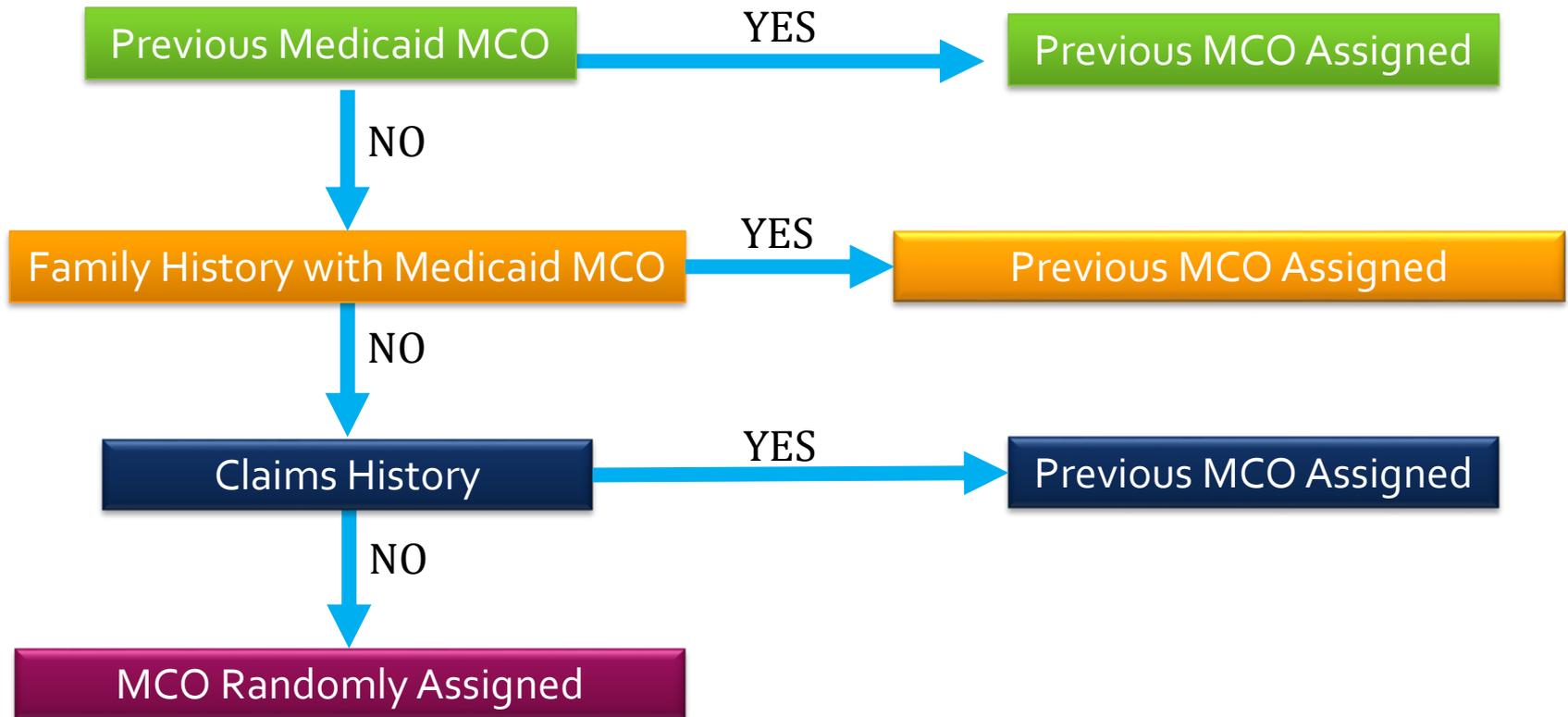
Medallion 4.0 Enrollment

Maximus

- Medallion 4.0 Helpline **1-800-643-2273**
- **Hours:**
 - Monday through Friday (8:30 am to 6:00 pm)
- Medallion 4.0 Enrollment Website:
 - www.virginiamanagedcare.com



Medallion 4.0 MCO Assignment Process





FAMIS

**Covering Children With
Affordable Health Insurance**

FAMIS and FAMIS Plus

- Family Access to Medical Insurance Security (FAMIS) and FAMIS Plus are Virginia's health insurance programs for uninsured children.
- FAMIS provides coverage for children in working families who earn too much to qualify for Medicaid, but not enough to afford private or employer sponsored insurance.
- Both provide access to comprehensive quality health services for children.

Covered Services

- Annual well checkups for babies, kids and teens
- Prescription drugs
- Doctor visits
- Shots
- Dental care (Carved Out)
- Vision care and glasses
- Mental health care
- Tests and x-rays
- Hospital stays
- ER care

In addition, for children enrolled in FAMIS Plus:

- Transportation to medical appointments
- Specialized treatments and services for children with special health care needs

How to Apply

1. Call Cover Virginia at 1-855-242-8282 to apply by phone
2. Apply online. Visit www.coverva.org for more information or to connect with Common Help
3. Visit your local Department of Social Services





FAMIS MOMS

**Covering Pregnant Women With
Affordable Health Insurance**

FAMIS MOMS

- FAMIS MOMS provides health care coverage for eligible pregnant women during their pregnancy and for 60 days post-partum.
- Lower income pregnant women may qualify for Medicaid, which also covers pregnancy and 60 days post-partum.



FAMIS *Select*

**Premium Payment Assistance
for FAMIS Families**

FAMIS *Select*

- FAMIS *Select* offers families with children enrolled in FAMIS more health care coverage options.
- A child must already be enrolled in FAMIS before the family can enroll in FAMIS *Select*.
- The FAMIS *Select* program allows families to choose between covering their children through FAMIS or through an employer-sponsored health plan.
- Families who choose to enroll in FAMIS *Select* can get up to \$100 per FAMIS *Select* enrolled child per month to help pay their family premium.
- For more information visit www.coverva.org/programs_famis_select.cfm

New Health Coverage for Virginia Adults



Overview of Adult Coverage

- The rules have changed. Virginians who may have applied for Medicaid in the past and been denied may be eligible beginning on **January 1, 2019**.
- Up to 400,000 Virginia adults will be eligible for quality, low-cost health coverage.
- People working in retail, construction, childcare, landscaping, food service or other jobs that do not offer health insurance may be eligible for this low-cost health insurance in Virginia.

Who is Eligible?

New eligibility rules will provide quality, low-cost health care coverage to up to 400,000 men and women

- Adults ages 19 – 64, not Medicare eligible
- Meet the income requirement

	Childless Adult	Parent (family of 3)	Person with Disability
			
Currently:	Not Eligible	Eligible with annual income at or below \$6,900	Eligible with annual income at or below \$9,700
Beginning 2019:	Eligible with annual income at or below \$16,754	Eligible with annual income at or below \$28,677	Eligible with annual income at or below \$16,754

Who is Eligible?

Adults may be eligible if they make less than:

FAMILY SIZE	MONTHLY	YEARLY
 	\$1,397	\$16,754
 	\$1,894	\$22,715
 	\$2,391	\$28,677
 	\$2,887	\$34,638
 	\$3,384	\$40,600
 	\$3,881	\$46,562
 	\$4,378	\$52,523
 	\$4,875	\$58,485
Each additional person add 	\$497	\$5,962

What Services are Covered?

New enrollees will receive all services available to current members including evidence-based, preventive services

- Doctor, hospital and emergency services, including primary and specialty care
- Prescription drugs
- Laboratory and X-ray services
- Maternity and newborn care
- Home health services
- Behavioral health services, including addiction & recovery treatment services
- Rehabilitative services, including physical, occupational and speech therapies
- Family planning services
- Medical equipment and supplies
- Preventive and wellness services, including annual wellness exams, immunizations, smoking cessation and nutritional counseling
- And more

New Adult Coverage Uses Current Health Plans

Choose one of the following health plans:

aetna[®]

Aetna Better Health[®] of Virginia



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Magellan
COMPLETE CARE[®]

OptimaHealth[®]
Family Care

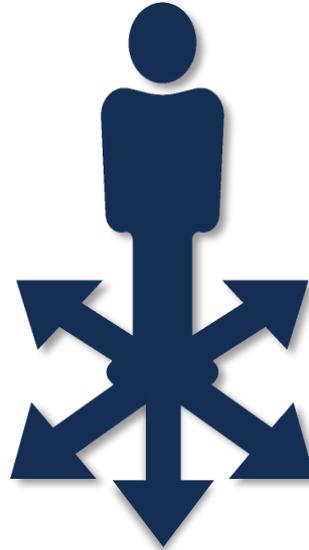
 **UnitedHealthcare**[®]
Community Plan

 **VirginiaPremier**[™]
Powered by **VCU Health**

How to Apply for Medicaid Coverage



Cover Virginia Call Center
1-855-242-8282
(TDD: 1-888-221-1590)



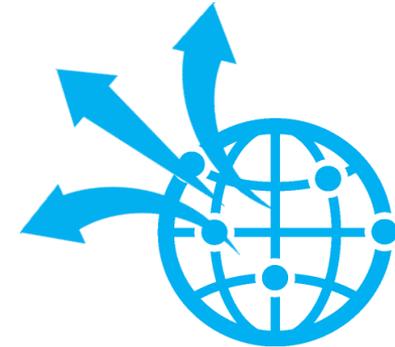
VDSS Enterprise Call Center
1-855-635-4370



**Local Department of
Social Services (LDSS)**



**The “Marketplace”
(healthcare.gov)**



**Online Application Portal
(Common Help)
commonhelp.virginia.gov**

Regular Updates About Adult Coverage

Please visit www.coverva.org regularly for updates or call Cover Virginia at [1-855-242-8282](tel:1-855-242-8282).

More information will be coming soon on the timing and process for enrollment. Outreach materials will be posted on the website so that our partners can share them in their communities.



Cover Virginia Website



1-855-242-8282



Important Tax Information | Partners | Resources

- Programs
- Apply
- Already Enrolled
- Marketplace
- Need Help?
- Health Plans
- News



Coming Soon: New Health Coverage for Adults
Beginning January 1, 2019, more adults living in Virginia will have access to quality low cost health coverage. Eligibility is based on income, with a single adult making up to \$16,754, or a family of three making up to \$28,677, qualifying for coverage. **Get more information here.**

Welcome to Cover Virginia!

On this website you can learn about Virginia's Medicaid and FAMIS programs for children, pregnant women and adults. You can also get information about health insurance options available through the Federal Marketplace. You can apply online or search for someone who can assist you with your application.

To begin, use the screening tool on the Eligibility page to get connected to the right health care coverage for you and your family.

The rules have changed.
Check out new quality low cost health coverage options coming soon for adults.

Health Insurance Marketplace



Eligibility



Apply



Renew

Cover Virginia Website: New Adult Coverage Webpage



1-855-242-8282

Virginia's New Health Coverage for Adults

Beginning January 1, 2019, more adults in Virginia will have access to quality, low-cost health insurance. Thousands of Virginians aged 19-64 will soon be able to get the health care they need so they don't have to worry about getting sick or having an accident.

Who Qualifies for Virginia Medicaid?

Childless Adult Parent (family of 3) Person with Disability



	Childless Adult	Parent (family of 3)	Person with Disability
Currently:	Not Eligible	Eligible with annual income at or below \$6,900	Eligible with annual income at or below \$9,700
Beginning 2019:	Eligible with annual income at or below \$16,754	Eligible with annual income at or below \$28,677	Eligible with annual income at or below \$16,754

You may be eligible if you make less than:

Family Size	Yearly*	Monthly*
1	\$16,754	\$1,397
2	\$22,715	\$1,894
3	\$28,677	\$2,391
4	\$34,638	\$2,887
5	\$40,600	\$3,384
6	\$46,562	\$3,881
7	\$52,523	\$4,378
8	\$58,485	\$4,875



Do you qualify for health benefits? Check out the **Eligibility Screening Tool** to see if you may be eligible.*



*This tool is only for the purpose of estimating eligibility. Actual eligibility cannot be determined until the time when you apply.

HELPFUL INFORMATION

Frequently Asked Questions (Spanish)

Coverage for Adults Brochure (Spanish)

Coverage for Adults Poster (Spanish)

Coverage for Adults One-Pager (Spanish)

RESOURCES FOR ADVOCATES

Please visit the [Advocates page](#) for helpful resources that can assist you with outreach.

Some adults may already be eligible for other Medicaid programs that offer limited benefits. Visit the [Eligibility](#) page to see if you qualify. If you do qualify for a limited benefit program now, you may still be eligible for the new Medicaid coverage with full benefits that begins on January 1, 2019.

Cover Virginia Website: New Eligibility Screening Tool

Q1

step 1 step 2 step 3 step 4 step 5 step 6

How many people aged 19 to 64?
(Please enter at least one adult)

Cancel

Q2

step 1 step 2 step 3 step 4 step 5 step 6

How many of these people are pregnant?

Q3

step 1 step 2 step 3 step 4 step 5 step 6

How many children 18 or younger?

Q4

step 1 step 2 step 3 step 4 step 5 step 6

What is your family's gross MONTHLY income?
(before taxes and deductions)

Q5

step 1 step 2 step 3 step 4 step 5 step 6

Were you or your spouse in foster care and receiving Medicaid at age 18 or older and are currently age 26 or under? Yes No

Were you or anyone in your family diagnosed with a serious mental illness and are 21 - 64 years old? Yes No

Q6

step 1 step 2 step 3 step 4 step 5 step 6

Based on the information you provided, it looks like you may be eligible for full health insurance benefits through Medicaid when it becomes available. For more information about this new coverage call 1-855-242-8282.

Partner With Us

You can help spread the word

- Talk to your family, friends and neighbors about new adult coverage
- Visit www.coverva.org for updates, or call **1-855-242-8282** for more information
- Access the eligibility tool on www.coverva.org to see if you or someone you know may be eligible for coverage



COVER VIRGINIA
Connecting Virginians to
Affordable Health Insurance

Coming Soon: New Health Coverage for Adults
Beginning January 1, 2019, more adults living in Virginia will
have access to quality low cost health coverage.
Get more information at coverva.org.



A diverse group of approximately 15 adults of various ages and ethnicities are smiling and standing together. The group includes men and women of different ethnicities, including African American, Asian, and Caucasian, representing a wide range of the adult population in Virginia.



Next Steps

- About Medicaid
- Eligibility Guidance
- FAMIS
- Managed Care Benefits
- Programs & Services
- Long Term Care
- For Providers
- Report Fraud or Abuse
- Appeals
- DMAS Open Data



 Regional Map	 Meetings
 Members	 Providers/ Stakeholders
 Presentations	 Reports

Announcements

- Medallion 4.0 Model Handbook [pdf]
- Notice of Intent to Awards [pdf]
- Medallion 4.0 Launch Memo [pdf]
- Notice of Award [pdf]

Request for Proposals (RFP)

- Negotiations notice Central [pdf]
- Negotiations notice Charlottesville Western [pdf]
- Negotiations notice Northern Winchester [pdf]



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Follow Dr. Jennifer Lee on Twitter



[@VAMedicaidDir](https://twitter.com/VAMedicaidDir)



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Anthem HealthKeepers Plus

Medallion 4.0 overview

...serving Medicaid members since 1996



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

We're committed to you...

- **83 years in Virginia**
- **22 years serving families with Medicaid**
- **Largest current plan with over 337,000 members**
- **Over 25,000 doctors, hospitals and specialists across the state**

OUR GOAL: helping you and your family Be and STAY HEALTHY!

Core Medicaid Benefits

Here are some of your Medicaid benefits as an Anthem HealthKeepers Plus member:

- **Coverage for hospitalization, urgent care and emergency services**
- **Access to Primary Care Physicians and Specialists**
- **Case Management Services for chronic conditions, illnesses and post-hospitalization**
- **Mental Health Services – traditional and community based**
- **Transportation to your medical appointments and prescriptions**
- **Member Call Center to help with your needs**



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

No-cost extra benefits

Along with all your Medicaid benefits, now you get new, no-cost extras just for being an Anthem HealthKeepers Plus member, like:

- **Smartphone with free minutes, data and texts**
- **Sports physicals for ages 19 and under**
- **HEPA air purifier**
- **Boys and Girls Club® memberships where available**
- **GED testing**
- **Online fitness classes and newsletters**
- **Children's books - delivered to your home**
- **Weight Watchers® membership**
- **Rides to grocery stores and farmers markets**



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Do you want Anthem?

If you didn't get Anthem HealthKeepers Plus plan in your letter from the state, you can switch! Call the Managed Care HelpLine at **1-800-643-2273** to choose the Anthem!

Learn more about us:

Member Services **1-800-901-0020**

Visit www.anthem.com/vamedicaid.



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

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Magellan Complete Care of Virginia

PERSON-CENTERED, COMMUNITY-FOCUSED, EVIDENCE-DRIVEN

MEDALLION 4.0 MEMBER TOWN HALL

Magellan
COMPLETE CARE®

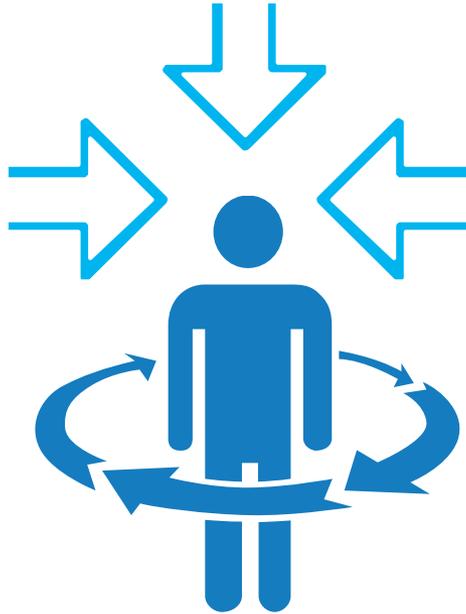
Magellan Complete Care of Virginia (MCC of VA)

We are the health plan that's all about YOU!



Our person-centered culture and dedication to our members:

- Sets us apart from other health plans
- Puts you at the center of your own “neighborhood” to connect you to resources in your area
- Partners with you to discover new health goals and help you address them through personalized solutions such as diet, exercise or other lifestyle changes



We offer a one-stop shop and can help you to:

- Connect with a new doctor or find out if a doctor is in our network
- Make sure your kids stay healthy with reminders for vaccinations and wellness check-ups
- Schedule transportation for upcoming doctor’s appointments
- Access information about enhanced benefits or community resources

MCC of VA is a new choice for YOU. We are focused on your care and your needs in our commitment to help you live a vibrant and healthy life.



Call us (toll-free):
1-800-424-4518 (TTY 711)
WE ARE HERE FOR YOU!

As a member of MCC of VA, you and your needs come first in everything we do



Pediatric care

MCC of VA is committed to helping your children grow into healthy young adults through a wide variety of enhanced benefits and care plan options. We will help you stay on track for doctor's appointments and immunizations



Expecting mothers

Through our Mother-Baby Connections program, we offer education and support throughout your pregnancy and the first year of your newborn's life to help keep you and your child healthy



Care coordination

For expectant mothers and individuals who require extra support, we'll select a care coordinator who will get to know you and create a care plan based on your desires and goals



Overall wellness

Our person-centered, family approach works to connect you to social supports, healthy food and other resources to help ensure your physical and mental well-being

Integrated Health NeighborhoodSM (Community Hub)

On the Road to Well-being, Recovery & Independence



Personal support

- Natural supports
- Friends/neighbors
- Religious/cultural institutions

PCP and Safety Net providers

- Primary Care Providers
- Federally Qualified Health Centers (FQHCs)
- Rural health clinics
- CSBs
- Health Departments
- School clinics

Community partners

- Family home visitation
- Early intervention
- Community health workers
- Childcare
- Support groups
- Employment

Community activities

- Parks/greenways
- Libraries
- Boys & Girls Clubs
- YMCAs
- Sports

Health & wellness

- Local hospitals & ambulatory centers
- BH/addiction specialist
- Urgent cares
- Specialists
- Dentists
- Rehab

Education

- Pre-school
- K-12
- Tech Colleges & Universities
- Adult training

Housing

- Safe affordable housing
- Homeless shelters
- Assisted living

First responders/safety

Medications

- Community pharmacies
- Retail clinics

Transportation

Food

- Grocery stores
- Community gardens
- Farmer's markets
- School meals
- Food pantries
- WIC

MCC of VA offers a generous array of added benefits, beyond traditional medical services



Dental services for adults (exams, cleanings & x-rays worth \$1,500 per year)



Vision services for adults (\$150 for glasses or contact lenses every two years)



Smartphones with 350 minutes, 1 GB of data, and unlimited text messages through the SafeLink program



Local directory of resources to help you find work, housing, food assistance and more



Fresh meals delivered to your home after a stay in a hospital



THRIVE program for children with a mild autism disorder, who can receive up to \$1,500 toward non-traditional goods and services that help support goals of a structured autism program



On To Better Health online behavioral therapy to help you cope with anxiety, depression, insomnia and substance abuse



Gift cards and incentives to reward you for taking part in healthy behaviors, such as quitting smoking and prenatal care



Centering Pregnancy program connects pregnant members to regular group sessions with other women in the same stage of pregnancy



Transition of Care program provides support for children in Foster Care entering a new home through case management and check-ins



And much more!

(Speak with one of our team members for more info!)

Join Magellan Complete Care of Virginia today!

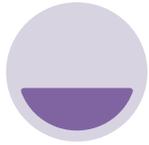


If you would like to be a member of MCC of VA, call the Managed Care Helpline at **1-800-643-2273** and tell them you choose Magellan!

Have questions?

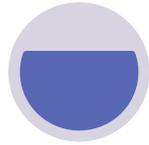
**Call us at 1-800-424-4518 (TTY 711) or
visit www.MCCofVA.com to learn more.**

MCC of VA—the new choice that is all about YOU!



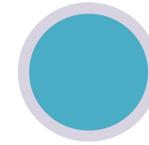
Our Mission

We improve health every day.



Our Vision

To be the health plan of choice in the communities we serve.



Our Pledge

Helping you take care of yourself and your family is our guiding mission.

You'll see our commitment to you in the variety of innovative wellness programs we sponsor. Our dedication is also echoed in the concerned, caring manner that characterizes our customer service staff and philosophy. Simply put, it's this: when you're covered by Optima Health, we're passionate about your health.

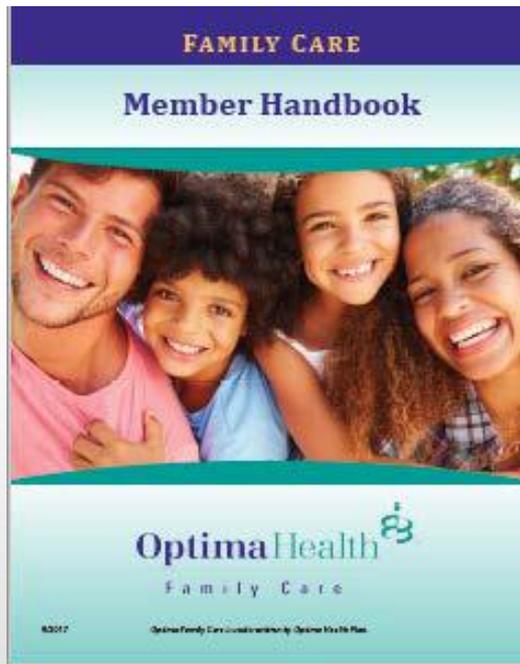


Who is Optima Health: Virginia based Health Plan with offices in Virginia Beach, Richmond, and Roanoke with home-based employees located statewide. Not-for-Profit subsidiary of Sentara Healthcare in operation since 1984, we provide coverage for approximately 500,000 members and growing!

Our Products include: Optima Commercial (HMO, POS, PPO), OptimaFit (Individual and Family HMO plans), Optima Family Care (Medicaid), Optima Medicare HMO, Optima EAP, Optima Community Complete (DSNP) and Optima Health Community Care (CCC+)

Optima Family Care: Connecting With Members

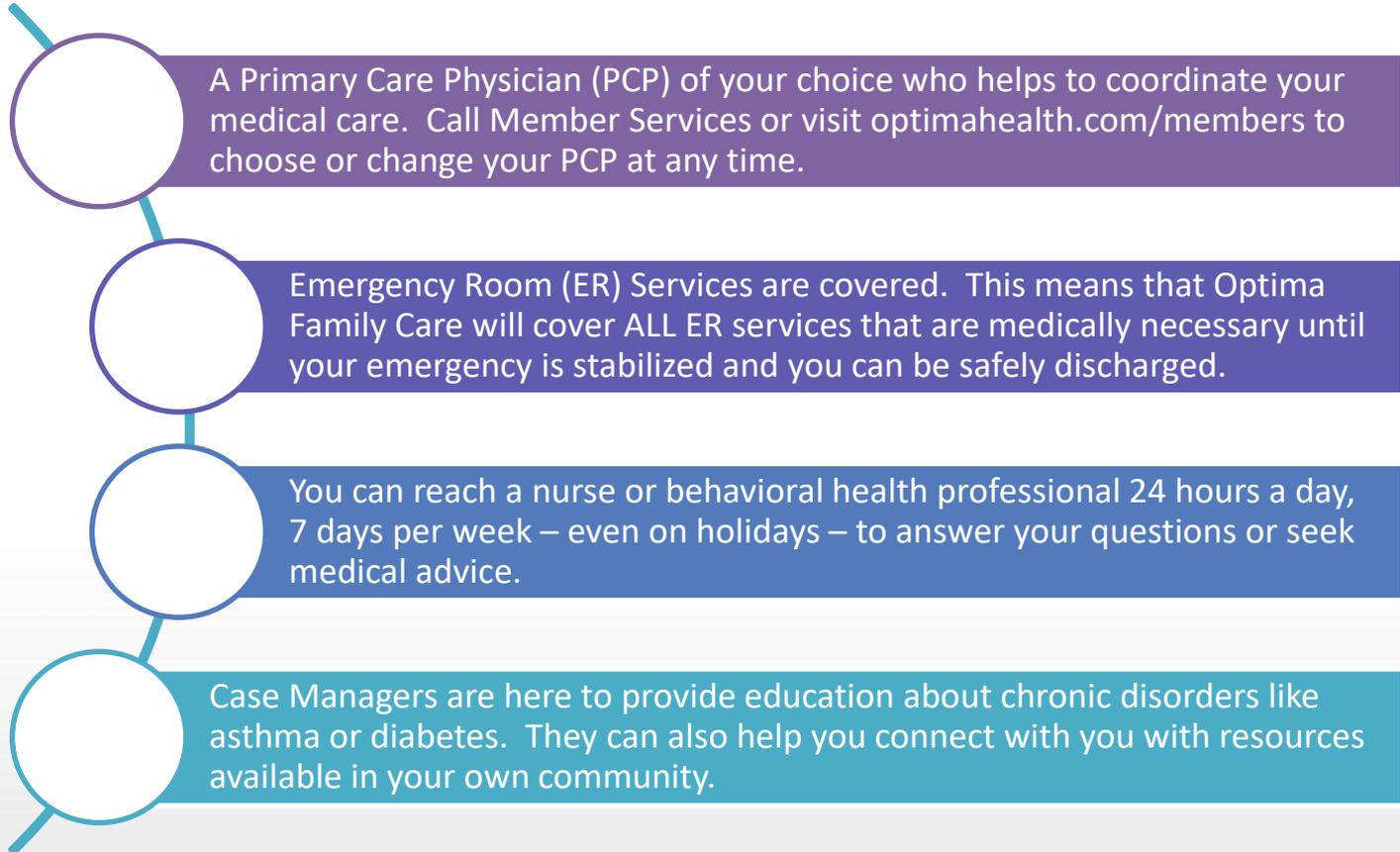
Our Outreach and Education staff strive to reach each and every member upon joining Optima Family Care. They can help you connect with our staff if needed, and are there to help you understand all of your health plan services and benefits.



Our Member Handbook / Provider & Pharmacy Directory have information about:

- How Medicaid Managed Care Works
- How to Get Regular, Specialty & Emergency Care
- How to Get Prescription Drugs
- How to File a Complaint or Appeal
- How to Get Authorization for Services
- Services Covered by Optima and State Medicaid
- And much, much more . . .

Optima Family Care: Access to Care



Optima Family Care: Enhanced Benefits

In addition to a full range of benefits and services, Optima Family Care also offers the following:

Adult Dental

Adult Vision
Exams and
Discounts

Free Cellphone
with 350 Minutes
and Texting

Member Healthy
Incentives

Partners in
Pregnancy
Program

Pre-Diabetic
Health Coaching
& Weight Loss

Transportation to
Covered Services

FAMIS Members Not Eligible

Assistance with
Obtaining GED

For Members Aging Out of
Foster Care

Optima Family Care: Resources

RESOURCE	TOLL-FREE NUMBER
24-Hour Medical Advice Line	1-800-394-2237
24-Hour Behavioral Health Advice Line	1-800-648-8420
Complaints & Appeals	1-800-881-2166
EyeMed Vision Care	1-888-610-2268
Hearing Impaired Members	1-800-828-1140 or 711
Language Line for Interpreter Services	1-855-687-6260
Member Services	1-800-881-2166
Nutrition Services	1-866-503-5828
Outreach and Education	1-800-881-2166
Smiles for Children – Dental Services	1-888-912-3456
Southeastrans, Inc. – Transportation*	1-877-892-3986

* FAMIS Members are not eligible for transportation services.

UnitedHealthcare (UHC) Community Plan

Medallion 4.0 Member Town Hall Presentation

Our Medicaid and FAMIS plans focus on keeping families well in their home and community.



UnitedHealthcare (Formerly INTotal Health)



UnitedHealthcare has been a trusted partner serving Virginia members since 2005. At United we are deeply rooted in the community and pride ourselves in meeting the health care needs of your family.

At UnitedHealthcare our mission is to help people live healthier lives and help make the health system work better for everyone

How can we help you?

- UnitedHealthcare Community Plan will be a primary advocate for you and your family's individual needs
- We'll review your benefits with you and discuss services for which you may qualify
- We'll connect you and your family to local resources that can help you meet basic needs and improve your overall well-being
- UnitedHealthcare is one of the largest providers of Medicaid coverage on behalf of states across the nation

UnitedHealthcare® | Community Plan
Health Plan (80840) 911-87726-04
Member ID: 001500005 Group Number: VAMDN
Member: NEW M ENGLISH Payer ID: 87726
Medicaid ID: 9999999995
PCP Name: DOUGLAS GETWELL
PCP Phone: (717)851-6816
Date of Birth: 06/15/2013 Effective Date: 08/26/2013
No Copays
0501
UnitedHealthcare Community Plan of Virginia - Medicaid
Administered by UnitedHealthcare of the Mid-Atlantic, Inc.

In an emergency go to nearest emergency room or call 911. Printed: 05/15/18
Carry card at all times and before you get non-emergency services. Call Member Services with questions or if you suspect fraud or abuse. Hospitals: Preadmission certification required for non-emergency admissions.
Member Services/Behavioral: 844-752-9434 TTY 711
Smiles for Children: 888-912-3456 TTY 711
NurseLine: 800-842-3014 TTY 711
Transportation: 833-215-3884
For Providers: UHCprovider.com 844-284-0146
Claims: PO Box 5270, Kingston, NY, 12402-5270
Preauthorization: 844-284-0146
Pharmacy Claims: OptumRX, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 855-873-3493

Added Benefits for Medallion 4.0 Members

These are some of the extra benefits offered in addition to your existing, standard Medicaid benefits, to help you and your family focus on improving quality of life, health outcomes and promoting community-based living:

 <p>Baby Blocks</p>	<p>Rewards program for attending prenatal and baby appointments</p>	 <p>Transportation</p>	<p>Non-emergent transportation to appointments with your doctor, pharmacy, and local food banks</p>	 <p>Routine Vision</p>	<p>Eye exam each year and frames/lenses every 2 years</p>
 <p>On My Way (OMW)</p>	<p>Interactive website to educate and support young adults and help prepare them for real world situations</p>	 <p>Assistance for Asthmatics</p>	<p>Receive special mattress covers and pillowcases that act as barriers to prevent asthma due to dust mites</p>	 <p>Extracurricular Sports Physical</p>	<p>Covered sports physicals</p>
 <p>Weight Watchers</p>	<p>10 meetings/year and resources for healthy eating and weight loss</p>	 <p>Kids Health</p>	<p>Kids, teens, and parents can find answers to their health questions</p>		

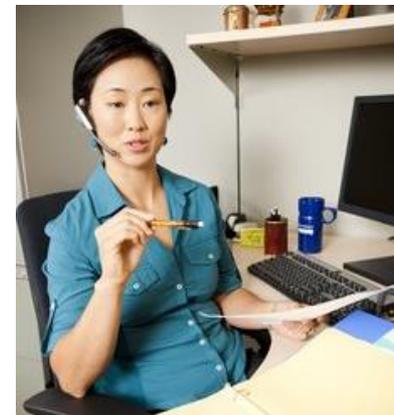
These benefits will be available to all members or those who have a specific condition or diagnosis. Contact UHC Members Services to learn more.

Member Services

UnitedHealthcare Community Plan offers a **personalized member experience**.

Our **Member Advocates** provide a one-stop service that include the following:

- Owning questions and issues from start to finish
- Resolving the call the first time
- Scheduling appointments with the doctor
- Changing Primary Care Providers upon request
- Explaining benefits
- Helping to arrange transportation



The only number you need.

Call **UnitedHealthcare Member Services** for personal health support.

1-844-752-9434, TTY 711

Available 8 a.m. to 8 p.m., Monday – Friday

(After hours: Leave a voicemail and a Member Advocate will return your call the next business day)

- **NurseLine:** A registered nurse is available 24 hours a day, 7 days a week
- **Mental Health and Substance Abuse Services:** Available 24 hours a day, 7 days a week
- **Language Help:** Connect to a translator through Member Services.

Or visit us online at Uhccommunityplan.com/VA and myuhc.com/communityplan

UnitedHealthcare (Formerly INTotal Health)



 **INTotal Health** is now
A UnitedHealthcare Health Plan

 **UnitedHealthcare**
Community Plan

Here at UnitedHealthcare we help people live healthier lives and help make the health system work better for everyone!

If you have any questions or would like additional information regarding UnitedHealthcare Community Plan of Virginia, please call Members Services at 1-844-752-9434 TTY 711 or visit UHCommunityPlan.com/VA



Virginia Premier Elite Individual (Medallion 4.0)

Member Town Hall

Powered by
 **VCU**Health.

A little about us

Virginia Premier is a non-profit health care organization powered by Virginia Commonwealth University (VCU) Health.

With over 20 years of experience providing Medicaid services, we know how to make healthy living easy.

We pride ourselves on making care meaningful by offering a state-of-the-art medical home and our own transportation service.

We offer the right care, in the right places, with local offices and care coordinators throughout Virginia.

Virginia Premier's mission is to inspire healthy living within the communities we serve, with a focus on those in need. We do this through innovation, strategic partnerships, industry-leading health care and the power of VCU Health.



To make the most of your health coverage, we offer:



Member Services

Virginia Premier Member Services can help you understand your benefits, find a doctor or pharmacy nearby, change your Primary Care Physician (PCP) and make any needed corrections to your contact information.



Chronic Care Coordination

Personal coaching with a Registered Nurse to help you manage chronic conditions. Your nurse can help you take advantage of your benefits and connect you with other services. You will develop an Action Plan to manage symptoms, know when to call the doctor, avoid problems and help you feel better.



Nurse Advice Line

When your doctor's office is closed and you need medical advice right away, Virginia Premier's Nurse Advice Line is ready to help! Call **1-800-256-1982 (TTY: 711)**, 24/7.

To learn more about these benefits or speak with Member Services, call **1-800-727-7536 (TTY: 711)**, Monday through Friday, 8am to 8pm.

To make the most of your health coverage, we offer:



Initial Brief Screening

Our Initial Brief Screening is a tool to help you manage your health. You can complete it by calling **1-855-821-2485**, Monday through Friday, 8am to 8pm, and Saturday 8am to 5pm, or by logging onto the member portal at <https://vaph.pronouncedhealth.com/mve/complete-ibs>.



Healthy Heartbeats

Healthy Heartbeats, our prenatal program, works closely with members to have a healthy pregnancy and a healthy baby.



Transportation

Need a ride? Virginia Premier offers safe transit to and from medical visits, health and wellness events, and education sessions.

To learn more about these benefits or speak with Member Services, call **1-800-727-7536 (TTY: 711)**, Monday through Friday, 8am to 8pm.

Added benefits

Service	Description and Benefit Limit	Qualifying Members
Dental	One oral exam and one cleaning per year and one set of bite wing x-rays per year	Members 21 years of age and older, members who have not had the same services in 365 days.
	<i>Bridge the Gap</i> Dental Care; full dental coverage as an extension of the Smiles for Children benefit	Members in foster care aged 21 - 26
Vision	Exam, lenses every 24 months and a \$100 credit toward frames or contacts every 48 months	Members 21 years of age and older
	Exam, lenses and frames every 12 months	Members with Diabetes 21 years of age and older
Cell Phone	350 free voice minutes per month, unlimited free texts, at least 1GB data allowance each month and a free cell phone for new users through Lifeline providers	All members, one phone per household
Prenatal Program	Breast pump, lactation consultant, prenatal classes, parenting classes and family planning	All pregnant members
Premier Wellness	Exercise at participating fitness facilities	All members older than 13 years of age
	Health and Wellness programs, including smoking cessation and nutrition education	All members
	Free sports physicals	Members under 21 years of age and members in foster care up to 26 years of age (1 per year)



Medallion 4.0 Aetna Better Health

aetna®

May 2018

What we do

Aetna at a Glance

- 50,000 employees
- 23.5 million medical members
- \$61 billion revenue
- 160 years of national and international experience
- 3rd largest MCO the U.S.



Aetna Medicaid

- Over 3 Million members across 15 states
- 30 years of managed care experience
- 23 successful implementations in the last 2 yrs.

Aetna in Virginia

- 943 Aetna employees
- Serving 797,000 Medicaid, Commercial, and Medicare members
- Virginia Medicaid serves Med./Famis, CCC+, DSNP members

30

Aetna Medicaid years of managed care experience

160

Aetna years of experience

797,000

Virginians with Aetna Insurance



The Virginia Way

Our guidelines for exceptional customer service:

Always remember there is a **real person** at the end of every utilization management decision. The member could be your child, brother, mother, or husband.

Go the extra mile to make the right decision the first time. Go the extra mile, always.

Act with urgency and remove barriers, roadblocks, and hassles.

Communicate clearly, with respect, caring, concern, and empathy.

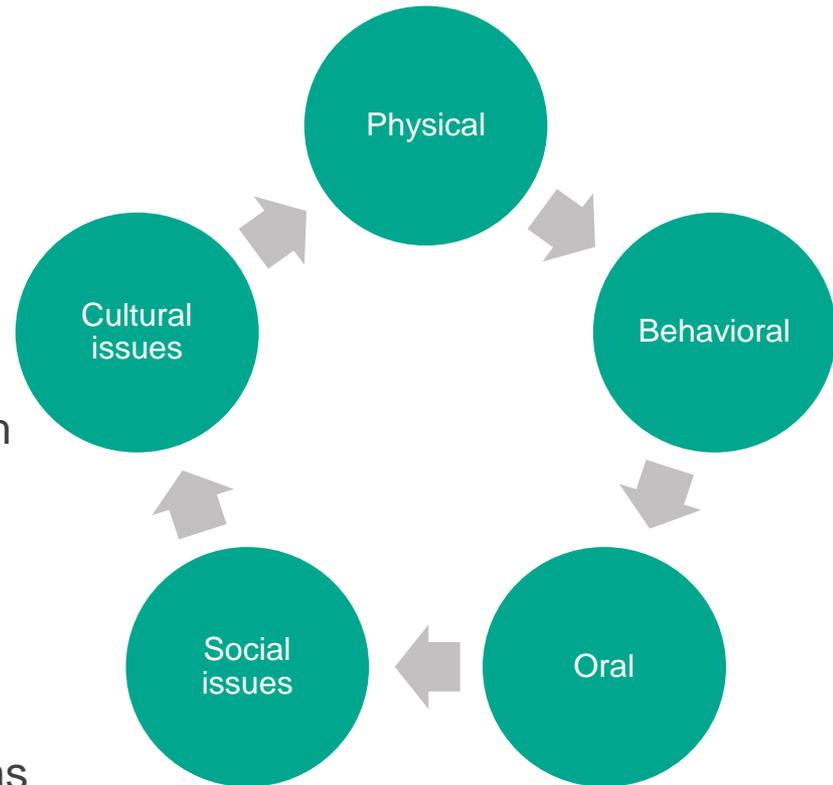
Be good stewards of resources on behalf of the members and the Commonwealth.

The miracle is in the left turns.

Integrated Care Coordination

We have leading edge medical management capabilities that focus on:

- Fully integrated care encompassing physical health, mental health and social and cultural concerns of members
- Members have access to a Care Coordinator
- Strong provider partnerships and alliances with community based organizations
- Interdisciplinary care teams that include the member, family, provider
- Leveraging technology to ensure care team has a view of the whole person



Provider Engagement/Services

Provider Education and Training

- Provider Relations staff available in each region to train, educate, and answer questions about:
 - Claims submission
 - Credentialing
 - Web portal Access
 - EFT payments and remits
 - Appeals and Grievances

Provider Call Center

- Dedicated provider queue

Emergency Department Assistance Line

- 24/7 access that Emergency Departments (ED) can contact to obtain assistance for members with non-urgent/emergent conditions who do not require inpatient admission and who are requesting assistance in scheduling an appointment in an alternate treatment setting

Provider Satisfaction Survey

- Annual
- Post Call

Provider Advisory Committee

Member Engagement/Services

Member Education and Service

- Member Services staff available by telephone to assist you and answer your questions about:
 - Your benefits
 - Our provider network
 - Web portal access
 - Changing your PCP
 - Requesting ID cards or other member materials
 - Assist you in scheduling appointments

Cultural Competence

- Dedicated Member Services staff who are bi-lingual
- Access to translation service who can assist you in 150+ languages

Easy Access

- You can reach member services in various ways:
 - 24/7 access to our call center staff
 - Email capability through our website (24 hour response)
 - Website that contains information about your benefits and other important information

Member Satisfaction Survey

- Annual
- Post Call Survey

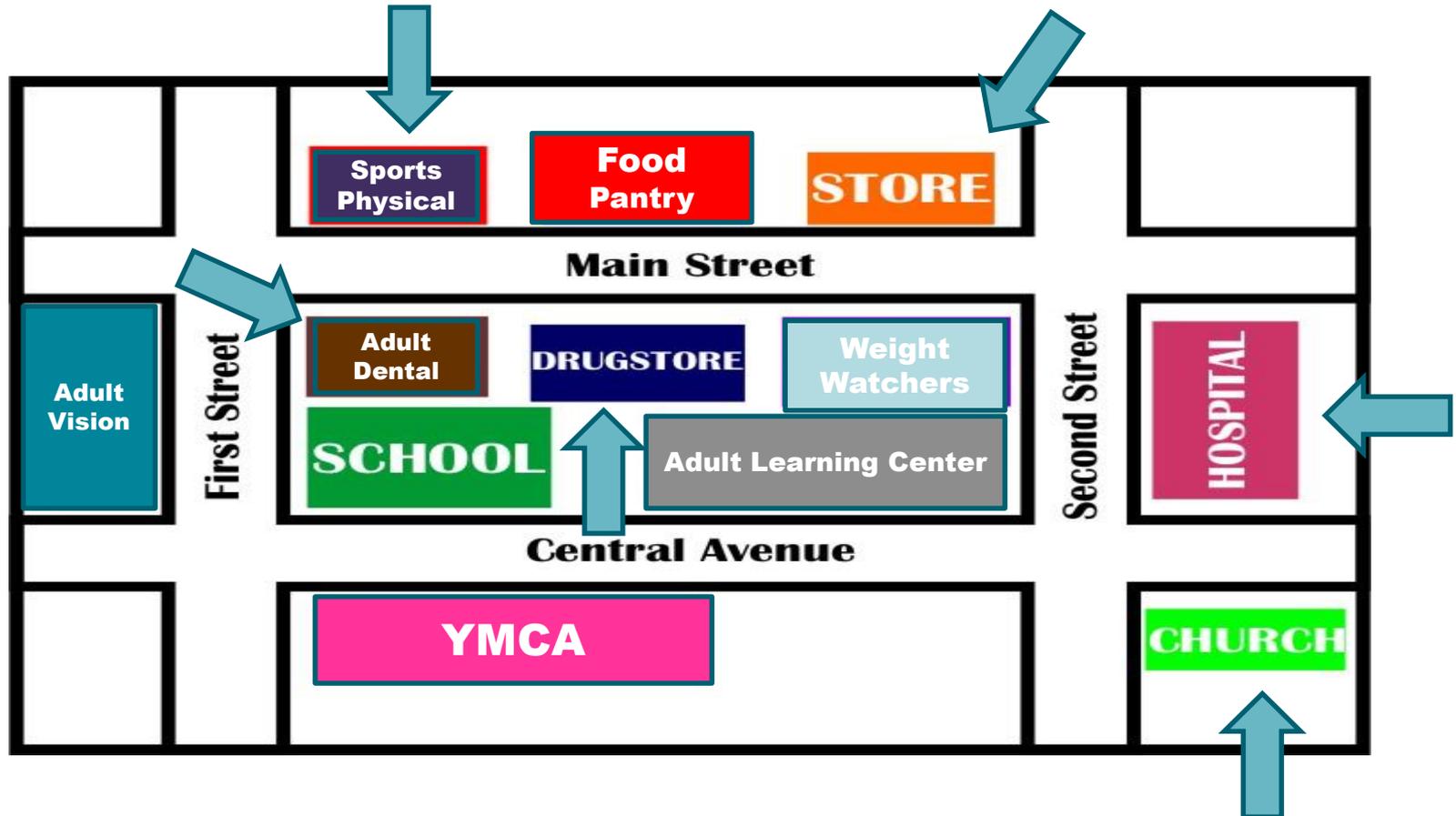
Quarterly Member Advisory Committee

Value Added Benefits

	Dental	Exam/cleaning, two per year, annual bitewing X-rays, fillings, and extractions
	Vision	Exam and funding toward eyewear or contacts
	Hearing	Exam and one hearing aid per year, unlimited visits for hearing aid fittings
	Asthma Prevention	Hypoallergenic bedding and carpet cleaning for members with asthma
	Better Breathing	Second inhaler/nebulizer for school use for asthmatic school-age members
	Smoking cessation	Up to 50 counseling sessions / year; nicotine patches, gum, lozenges
	Diabetes Care for Life	A personalized and interactive mobile program available to members
	Home-delivered meals	After discharge from an inpatient stay, adult and child members can receive two meals a day delivered to their home or community-based setting for up to seven days
	Weight management	12-week certified nutritionist program and six counseling visits
	Non-Emergent Transportation	Unlimited routine medical trips and 30 round trip/60 one way trips for non-medical transportation to select locations (50 mile limit)
	No-cost cellphones	350 minutes per month, unlimited texting/calls to Member Services
	Expanded Member Services	Available 24/7
	Non-Traditional medicine	Some members, including those who are part of the federally recognized Tribal Nation in the Commonwealth wish to participate in non-traditional and traditional healing practices.
	GED incentive	Support for members who are seeking their GED certificate.
	Swimming Lessons	Water safety and swimming lessons for members six and younger
	Youth Sport Physicals	Members 12 to 18 years of age with one sport participation physical annually

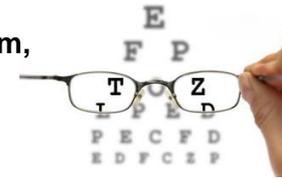
Non-Emergent Transportation

30 roundtrip/ 60 one-way trips –
Use them for healthcare appointments - plus use them to go to the pharmacy, take advantage of free swim lessons, pick up groceries, attend worship services, attend GED classes and access other services in your community.





Up to 50 counseling sessions / year; nicotine patches, gum, lozenges



Adult Dental - Exam/cleaning, two per year, annual bitewing X-rays, fillings, and extractions

Eye Exam and \$100 toward eyewear or contacts



Hearing Exam and one hearing aid per year, unlimited visits for hearing aid fittings

12-week certified nutritionist program and six counseling visits



Diabetic Care for Life Program



Delivered Meals after Hospital Stay



Free Swimming Lessons for children



Better Breathing Program



GED Assistance

Quick Reference Guide for Providers

Claims and Resubmissions

- Member's name
- Member's date of birth
- Member's identification number
- Service/admission date
- Location of treatment
- Service or procedure

Timely Filing

- New Claim/Corrected Claim - 365 days from date of service or discharge
- Coordination of benefit claim (COB) – 365 days from the date of the primary (EOB)

Transition of Care Period for Medical and Pharmacy

- 180 days from member's effective date

Electronic Claims Submission – Change Healthcare (Emdeon)

- 1-877-363-3666
- www.changehealthcare.com

EDI payor ID (837 Claims) – 128VA

- To get real time responses to eligibility/claim/auth inquiries use ID **ABHVA** (270/271; 276/277; 278)

Contact Information

Address

Aetna Better Health of Virginia
9881 Mayland Drive
Richmond, VA 23233

Paper Claims Submission

Aetna Better Health of Virginia
Attn: Claims Department
PO Box 63518
Phoenix, AZ 85082-3518

Public website

aetnabetterhealth.com/virginia

Portal website

aetnabetterhealth-virginia-aetna.com

Member & Provider Services

1-800-279-1878

Provider Fax

1-866-669-2454

- Prior authorization submission

Thank You!

aetna®

QUESTIONS?



M4.Inquiry@dmas.virginia.gov